



## WALUYA THE INTERNATIONAL SCIENCE OF HEALTH JOURNAL

# Factors Related to Increasing the Accreditation Status of Health Centers in Konawe District

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### ARTICLE INFO

#### Article history

Received : July 20<sup>th</sup>, 2022

Revised : July 24<sup>th</sup>, 2022

Accepted : August 2<sup>th</sup>, 2022

#### Keywords

Performance,  
Human Resources,  
Accreditation.

### ABSTRACT

**Introduction:** Data on the accreditation of the Public health center in Konawe Regency, there is still Public health center that has not been accredited and there is also no Public health center that has primary or plenary status. The purpose of this study was to analyze the factors associated with increasing the accreditation status of the Public health center in Konawe Regency.

**Method:** This type of research is quantitative research with a cross-sectional study design. The population as many as 1032 people, with a sample size is 92 respondents. Sampling technique using Cluster Random Sampling. The data that has been collected is then analyzed using the chi-square test and the Cramer coefficient correlation test.

**Result:** The results showed that there was a relationship between employee performance, obtained the value of  $X^2$  Count >  $X^2$  Count. The variable availability of human resources is the variable that is most closely related to the Cramer coefficient value of 0.917.

**Conclusion:** The variable availability of human resources is the variable that is most closely related to increasing the accreditation status of the Public health center in Konawe Regency.

## Introduction

Public health center which is given by an independent organizing agency determined by the minister after it is assessed that the Public health center meets the service standards of the Public health center that have been set to improve the quality of services on an ongoing basis.<sup>[1]</sup> The application of accreditation requirements to cooperate with Social Security Administrator Health will make all Public health centers work harder to be able to obtain accreditation. The government will work very hard so that all Public health centers are accredited so that people who have become Social Security Administrator Health participants can get benefit packages at all Public health centers close to where they live.<sup>[2]</sup>

The quality of human resources, work professionalism and commitment have a positive and significant impact on employee performance at a company in Jember Regency.<sup>[3]</sup> The achievement of plenary accreditation at the Gilingan Health Center is influenced by the role of the Head of the Public health center. According to information, a Public health center employee who has egalitarian leadership and always motivates and assists Public health center staff has a great influence on the accreditation process.<sup>[4]</sup>

Another factor that affects the achievement of accreditation is human resources (HR). Employees have the capacity and competence and have high enthusiasm in the accreditation process, which is different from other Public health centers which are sometimes only carried out by the Public health center quality team. Organizational goals will be easier to achieve if employees are placed in positions that match their competencies.<sup>[5]</sup>

Data on the accreditation of Public health centers in Konawe Regency, there is no Public health center that has primary and plenary status, then of the 29 Public health centers located in the work area of the Konawe Regency Health Office, there are 16 Public health center that is accredited middle, 7 Public health center are accredited basic and 6 Public health center are not yet accredited. Generally, primary accredited health centers are Public health centers located in the district capital with adequate facilities and services, such as Unaaha Health Center and Wawotobi Health Center, while other primary accredited health centers are West Wongeduku Health Center,

Alosika Health Center, Laosu Health Center, and Latoma Health Center. Then the Public health center that has not been accredited are the Asinua Health Center, Lalonggasumeeto Health Center, Soropia Health Center, Tongauna Health Center, North Tongauna Health Center, and Anggoota Health Center.<sup>[6]</sup>

The results of accreditation at the Public health center throughout Konawe Regency are still low, namely at the Basic and Intermediate strata so this research can be the basis for the Public health center to increase their accreditation to higher strata such as primary and plenary. Based on the results of initial data collection, it shows that from 29 Public health centers in Konawe Regency, there are 23 Public health centers that have been accredited, and 6 Public health centers have not been accredited. In 2017 5 health centers were accredited then in 2018 as many as 4 health centers were accredited and in 2019 as many as 14 health centers were accredited. Based on the above background, the researchers are interested in researching with the title "Factors Associated with Increasing the Accreditation Status of Health Centers in Konawe Regency".

## Method

This type of research is quantitative research with a cross-sectional study design. The population in this study were all Health Center Health Workers with State Civil Apparatus status in Konawe Regency in 2021 as many as 1032 people. The sample size is 92 respondents, which is calculated using the Slovin formula. Sampling technique using Cluster Random Sampling. Data were collected using a questionnaire that has been tested for validity and reliability. The data that has been collected is then analyzed using the chi-square test and the Cramer coefficient correlation test.

## Result

**Table 1** shows that of the 24 respondents with poor performance, there are 14 respondents (58.3%) whose Public health center

accreditation status is not accredited and 10 respondents (41.7%) have basic accreditation. Meanwhile, of the 68 respondents with poor performance, 6 respondents (8.8%) had unaccredited Public health center accreditation status, 24 respondents (35.3%) had basic accreditation and 38 respondents (55.9%) had Madya accredited accreditation status.

**Table 2** shows that of the 24 respondents with poor human resources availability, there are 20

respondents (87%) whose Public health center accreditation status is not accredited, and 3 respondents (13%) have basic accreditation. Meanwhile, of the 69 respondents, the availability of human resources is sufficient and good, there are 31 respondents (44.9%) with basic accreditation and 38 respondents (55.1%) with intermediate accreditation.

**Table 1**

**Analysis of the relationship between performance and increasing the accreditation status of Public health center in Konawe District**

Performance	Accreditation Status							
	Not Accredited		Base		Middle		Amount	
	n	%	n	%	n	%	n	%
Not enough	14	58.3	10	41.7	0	0.0	24	100
Good	6	8.8	24	35.3	38	55.9	68	100
Amount	20	21.7	34	37.0	38	41.3	92	100

**Table 2**

**Analysis of the relationship between the availability of human resources and increasing the accreditation status of the Public health center in Konawe Regency**

HR Availability	Accreditation Status							
	Not Accredited		Base		Middle		Amount	
	n	%	n	%	n	%	n	%
Not enough	20	87.0	3	13.0	0	0.0	23	100
Enough and Good	0	0.0	31	44.9	38	55.1	69	100
Amount	20	21.7	34	37.0	38	41.3	92	100

## Discussion

The results of this study indicate that there is a strong relationship between performance and increasing the accreditation status of the Public health center in Konawe Regency. This research is in line with research conducted, in developing countries the accreditation system has a positive effect on improving the quality of health services.<sup>[7]</sup>

If this is analyzed more deeply with good employee performance, it will have an impact on health services at the Public health center, which indirectly affects the assessment of accreditation status at the Public health center. From this description, it can be concluded that the performance of health workers is a benchmark to find out how far the success of a health service is. In general, the benchmarks used are effectiveness and efficiency, authority and responsibility, discipline, and initiative.<sup>[8]</sup>

The results of this study also showed that of the 68 respondents with poor performance, 6 respondents (8.8%) had unaccredited Public health center accreditation status. This is because accreditation status is not only influenced by employee performance, but aspects of the assessment of accreditation status are also influenced by other things including hospital facilities and infrastructure and others. This is in line with the research conducted by Ensha, the performance of health workers is not only influenced by the Accreditation of the Health Center but is also influenced by the Management of Public Health Services.<sup>[9]</sup> The same thing was conveyed by Almoajel (2012), there is no direct relationship between accreditation and service quality indicators.<sup>[10]</sup>

The results of this study indicate that there is a very strong relationship between the availability of human resources and the increase in the accreditation status of the Public health center in Konawe Regency. This research is in line with research conducted at the Technical implementation Unit Public health center Mantingan, where the results obtained that leadership is a factor that affects the accreditation value of the Public health center.<sup>[11]</sup>

This result is because human resources are one of the important elements in an organization, which is the driving force of the organization in achieving its goals. In this case, to achieve the goal

of accreditation, where the Public health center is required to provide quality and quality health services.

The results of this study reveal that most of the employees at the Public health center are young, competent in their fields, have adequate skills, actively participate in the implementation of the accreditation process and have a high commitment. This is in line which states that the number and availability of competent resources in each field is one of the factors that support performance. In addition to the factors of age, skills, commitment and participation, the leadership factor of the head of the Public health center is also very influential in the process of achieving accreditation.<sup>[12]</sup> The existence of these factors is an element that supports Public health center to achieve plenary accreditation.

The results of this study also show that of the 69 respondents the availability of adequate and good human resources, there are 31 respondents (44.9%) with basic accreditation and 38 respondents (55.1%) with intermediate accreditation. This illustrates that if human resources are adequate, then the efforts of the Public health center in providing quality health services can be carried out which will also have an impact on the accreditation assessment. And vice versa, if human resources are inadequate, efforts to achieve the goals of an organization become more difficult, employee placement is also very important in determining the tasks assigned. Every individual has the potential to move the organization as a manifestation of its existence.<sup>[13]</sup>

One of the important elements in an organization is human resources which is the driving force of the organization in achieving its goals. Every individual has the potential to move the organization as a manifestation of its existence. If human resources are not adequate, efforts to achieve the goals of an organization become more difficult, the placement of employees is also very important in determining the tasks assigned. This is in accordance which states that organizational goals will be easier to achieve if employees are placed in positions that match their competencies.<sup>[14]</sup>

## Conclusion

There is a strong relationship between employee performance and increasing the accreditation status of the Public health center in Konawe Regency. There is a very strong relationship between the availability of human resources (HR) and increasing the accreditation status of the Public health center in Konawe Regency.

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